

# Job Description

## For Social Care Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Children and Families Team Manager	JEID	CSW005
Salary Grade:	Grade P		
Team:	Initial Response South		
Service Area:	Initial Response		
Primary Location:	Leamington Spa		
Political Restriction	This position is not politically restricted.		
Responsible to:	Operations Manager		
Responsible for:	Social Workers, Family Support Workers		

#### Role Purpose

To manage the response to referrals for 'children in need' and 'children in need of protection' ensuring the proper workflow of assessments and plans, ensuring the supervision and support of a number of Social Workers. Work will be undertaken in line with statutory requirements and departmental policy, and undertaken in co-operation with our partner agencies with whom we maintain very good relationships.

#### Role Responsibilities

- To ensure that the assessments and plans formulated for children and young people are of good quality and that it is undertaken in a timely fashion in order to avoid delay for children
- To be responsible for monitoring and auditing the quality of service provided by staff in order to ensure that it meets the aims and objectives of Team and Service Plans
- To manage any response to Complaints and Representations at Stage 1
- To provide a high level of knowledge and skills relevant to the team's service area, advising and assisting with the development of best practice, systems and protocols which will support the delivery of a quality service and reflect change
- To maintain a knowledge and expertise across Children's Services, so as to be able to provide management cover for other teams, when requested
- To build and maintain links with local voluntary and statutory sector agencies, promoting the service and encouraging good joint working and relationships • When appropriate to be the

- To identify the need for any appropriate service meeting, including those involving other agencies. Being responsible for ensuring that such meetings are called, where appropriate chairing the meetings, for establishing clear outcomes and that any actions are followed up
- To ensure that health and safety responsibilities are carried out in accordance with the department's Health and Safety policy and procedures
- To undertake other duties that the County Council shall from time to time require

## Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

### Generic Role Details

Job Role:	Team Manager – Level 5
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### Main Tasks

- To manage and supervise a Children and Families Team of staff which may include Social Workers, Social Care Workers, Sessional Workers and administrative staff.
- To be responsible for the management of incoming work including prioritisation and allocation through caseload management of team members review and closure of cases.
- To identify the need for any appropriate service meetings, including those involving other agencies and to be responsible for ensuring that such meetings are called, where appropriate chairing them and for establishing clear outcomes and that any actions are followed up.
- To be responsible for ensuring that information systems are developed and maintained that will enable statistical analysis of the performances of the service.
- To build and maintain links with local voluntary and statutory agencies that promote the service and encourage good working relationships to enhance high quality service outcomes.
- To be responsible for monitoring and auditing the quality of service provided by the team and ensuring any corrective measures are taken to meet the objectives set for the team.
- To maintain a knowledge and expertise of the work of the Directorate to contribute to the development of services and the development of best practice systems and protocols which support the delivery of a quality service and reflect any changes required.
- To deputise for the Operations Manager in their absence.
- Under the direction of the operation and Service Managers, define and develop service policies, priorities and programmes which will impact across the whole service.
- Can be available to work within any of the councils localities

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

## Essential Criteria

Assessed By:

Professional Social Work qualification and current registration as a social worker with the Health & Care Professionals Council (HCPC), or equivalent professional qualification and registration when explicitly deemed appropriate by the Council and substantial post qualification experience.	AID
The ability to independently interpret and analyse varied and complex information or situations and to produce solutions.	AIT
The ability to identify and respond as a manager to needs of clients which may be exceptionally difficult to satisfy such as those with multiple impairments or experiencing from a range of special difficulties arising from their circumstance.	AIT
The ability to work within policy and practice guidance, using managerial discretion over a broad area of activity.	AI
The ability to work under a very high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	AI
The ability and experience to make management decisions and recommendations regarding clients which may cause them distress or be in direct conflict with their wishes, - for instance removal of a children from their family.	AI
The ability of experience to undertake assessment of complex needs and develop monitor and review appropriate programme of care and support, involving multi-agency delivery, for and in partnership with clients and carers.	AIT
Experience of contributing to or leading policy development within the service area.	AI
Experience of supervising and managing a small team including undertaking formal appraisal.	AI
Experience of monitoring financial accounts including the ability to independently manage a budget.	AI
Experience of handling and processing manual or computerised information.	AID
Ability to work well with colleagues, including manager, as a member of a team.	AI
Mobility essential. Able-bodied applicants must be able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary.	AID
Ability to communicate fluently, in writing, through presentations and verbally, with a wide range of people including senior managers.	AIT
Satisfactory check through the Disclosure and Barring Service.	D

## Desirable Criteria

Assessed By:

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## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to	<input type="checkbox"/> Regular work with respiratory irritants/ allergens

noise above action levels)		(exposure to dust, fumes, chemicals, fibres)	
<input type="checkbox"/> Work requiring respirators or masks		<input type="checkbox"/> Work with vibrating tools/ machinery	
<input type="checkbox"/> Work involving food handling		<input type="checkbox"/> Work with waste, refuse	
<input type="checkbox"/> Potential exposure to blood or bodily fluids		<input type="checkbox"/> Face-to-face contact with members of the public	
<input type="checkbox"/> Other (please specify):			